

Minutes of Meeting
City of Mississauga Flooding Task Force
Meeting No. 5
(revised November 9, 2010)

Date: July 5, 2010
Time: 6:00 pm to 8:00 pm
Location: Committee Room 'A', Civic Centre, City of Mississauga
Attendees:

City of Mississauga:

Mayor Hazel McCallion
Nathan Hyde, Executive Assistant to
Councillor Dale, Ward 4
Wendy Alexander, Transportation & Works
Joe Pitushka, Transportation & Works
Al Sousa, Transportation & Works
Lincoln Kan, Transportation & Works
Jeremy Blair, Transportation & Works
Shawn Slack, Corporate Services
Jerry Gajewski, Planning & Building

Region of Peel:

Ric Robertshaw, Wastewater Division
Jennifer Rose, Wastewater Division
Doug Inouye, Wastewater Division
Elaine Gilliland, Emergency Management
Coordinator

Credit Valley Conservation:

John Kinkead

Residents:

Helene Bahsous, Rhonda Valley
Mike Pothier, Mississauga Valley
Boulevard
Connie McClure, Paisley Boulevard East
Greg Carraro, Paisley Boulevard East
Jim Tovey, Lakeview Ratepayers
Association
Mike Fisher, Nadine Crescent (on behalf of
Roger Beaulieu)

Guest Speaker:

Catherine Blair, Emergency Management
Coordinator, City of Mississauga

1. Welcome and Approval of Agenda – Mayor McCallion

2. Approval of Previous Minutes – Jeremy Blair (City)

3. Response to June 27th Storm

- John Kinkead (CVC) provided an overview of the June 27th storm in terms of its timing, extent and intensity
 - occurred during the evening hours of June 27th
 - 1:30 year return rainfall amount recorded at the Dixie Road and Burnhamthorpe Road East rain gauge

- >1:10 year return rainfall amounts recorded at the Cooksville Creek rain gauges
- Al Sousa (City) provided a briefing on the response to the calls and emails that were received
 - only one call was received by the City's Works Yards on the evening of June 27th
 - other information came in by calls from City and Region staff
 - staff conducted inspections and followed up with emails received from residents on the morning of June 28th
 - Region Operations staff did not receive calls on June 27th either
 - calls were received from the offices of several Ward Councillors
- Greg Carraro and Connie McClure (Paisley Boulevard E.) noted that calls made by residents to 311 were not helpful and are concerned that residents may have a lack of trust with 311. Helene Bahsous noted that she also called 311 and found that she was dealt with in rude manner
- Shawn Slack (City) provided an overview of the 311 service at the City
 - is a partnership between the City and Region
 - has a flood response process
 - 311 customer service operators are available Monday to Friday from 7 a.m. to 7 p.m.
 - calls made to 311 on weekends and overnight Monday to Friday can be self-directed to the after hours Emergency Dispatch service
 - the calls made on the evening of June 27th were directed to the after hours Emergency Dispatch service
 - Dispatch does not have the same flooding response process as 311 customer service operators
 - **Action: customer service training will be provided to Dispatch staff**
 - **Action: 311's flood response process will be provided to Dispatch**
- Greg Carraro noted that the residents on Paisley Boulevard East felt alone on the night of the storm and that residents are anxious for more results
 - Greg proposed that a Flooding Response Team be created to dispatch a crew from the Works Yard during storms to calm peoples' nerves and provide advice
- The Mayor agreed that an emergency crew should be dispatched to clear flooding on streets and recommended that residents be provided information well in advance of a flooding situation as to how to deal with flooding and how to protect their homes. **(Update: a flooding information brochure is currently being created by City staff.)**

- Connie McClure noted:
 - she called 311 the evening of June 27th but received no help
 - her husband cleared the blocked catch basin grates in their neighbourhood during the storm
 - her husband often clears the grates when large storms occur, as they typically become blocked with urban and woody debris
 - the culvert/drain by Greg's house tends to be problematic with blockages and in being a conduit for flows from the creek to back up on to the street
- Joe Pitushka (City) noted that he and Al Sousa will visit Connie and Greg to view and understand the drainage and catch basin problems. ***(Update: this took place in the last week of July)***.
- Helene Bahsous (Rhonda Valley) asked if there was a timeline for ensuring protocols are well understood by all staff involved in the flood call and response process
- Wendy Alexander (City) noted that 311 and Dispatch will work together as soon as possible to resolve flood response and customer service issues. She also noted that we need to work on developing a protocol for when an emergency responder is sent out or not.
- Helene suggested that more efforts need to be done to educate residents on the 311 service as most of her neighbours were unaware of it. She also suggested that the 311 response be more proactive (i.e. be able to assist before flood waters enter the basement)
- Mike Pothier (Mississauga Valley Boulevard) recommended that Fire Services be contacted by 311 to assist people with pumping out basements
 - Connie was advised by Fire Services during the August 2009 storm that they are not responsible for pumping out basements
- Greg Carraro would like a greater emphasis put on the prevention of flooding.
- The Mayor announced that she will be meeting with the private land owners along the Cooksville Creek to seek their cooperation in managing their lands with respect to the creek. ***(Update: this meeting was held on July 8th)***.
- The Mayor re-iterated the suggestion for an "Adopt-a-Creek" program, previously discussed during the March 30th Task Force meeting.
- Ric Robershaw (Region) noted that the Region has staff on call to respond within one hour. He also advised that sanitary manhole lids should not be lifted by residents during a storm event to relieve flooding on streets.

4. Creek Maintenance and Engineering Study

- Andy Wickens (City) provided an update on the woodlot debris efforts
 - Forestry has hired an Arborist to deal with the Debris Management Plan

- the Arborist inspected the special management zones and critical crossings the day after the June 27th storm and found no blockages
- the Arborist has marked several trees for removal
- access across private properties may be required to remove these trees
- Jeremy Blair (City) provided an update on the creek maintenance efforts and the instream debris inspections
 - the creek was inspected from Burnhamthorpe Road to Lake Ontario by City and CVC staff as well as a Geomorphic specialist
 - permit applications for the maintenance sites were made on a reach by reach basis and permits have been issued for nearly all of the sites
 - some works have been completed (East Branch, below Burnhamthorpe Road) and other works are underway this summer
- Wendy Alexander and Lincoln Kan (City) provided an update on the Engineering Study
 - the Statement of Work is being drafted
 - the Engineering Study will report on solutions that were screened out during the preparation of the 2002 Cooksville Creek Flood Remediation Study through the Environmental Assessment process.

5. Debrief on Open House Events and Basement Flooding Mitigation Program

- Jennifer Rose and Doug Inouye (Region) provided a debrief on the Open House events
 - the Open Houses were well attended and provided a lot of useful anecdotal information to staff
 - many people signed up for the Household Drainage Survey (HHDS)
 - of the 254 homes which experienced flooding in August, 2009, 100 have signed up for the HHDS
 - the Region has received a list of 17 homes which were flooded but did not originally report it
 - these additional homes will be addressed if sufficient funds remain
 - the Region is currently dealing with condo corporations and owners to arrange drainage surveys

6. City's Emergency Management Plan

- Catherine Blair (City) gave a presentation on the City's Emergency Management Plan
 - there is a sub-plan for flooding within the Emergency Management Plan

7. Other Items

- Jim Tovey (Lakeview Ratepayers Association) would like to borrow a copy of the

2002 Cooksville Creek Flood Remediation Study from the City (**Action: Jim to contact/meet with Jeremy to obtain a copy.**)

- Wendy noted that the City is in the process of developing a model/tool to enable the assessment of impacts such as climate change and land use intensification on the City's storm drainage network, with assistance from the CVC.
- Connie noted that there is an 11-unit residential infill development that was recently approved at Paisley Boulevard East and Camilla Road. She also noted that a house within the flood plain on Paisley Boulevard East was recently enlarged, with major grading and paving works done to it as well. In her opinion, works were completed in contravention of its permits/approvals
- Mike Pothier inquired about the storm sewer inspection/repair at Minette Circle and Mississauga Valley Boulevard.
 - Al Sousa advised that settlement had occurred on the road and that a camera inspection revealed calcification in the pipe at joints. This indicates groundwater infiltration. The affected leg of storm sewer was reamed to remove the calcification
- Connie advised that her appeals to MPAC to reassess her property tax rate were denied.
 - The Mayor noted that the City is not able to influence MPAC decisions.
(Action: The Mayor will discuss the matter with the head of the Assessment Review Board to see how flood plain type situations/appeals are handled.)
 - Helene asked if there is another process if appeals are denied by the Assessment Review Board.
 - The Mayor advised that Court is the next option.

8. Next Meeting

- The next meeting will be held on Monday, September 27, 2010 from 6 to 8 pm. The location will be confirmed by Jeremy and circulated to the Task Force members.